

PATENTS

## IN THE U.S. PATENT AND TRADEMARK OFFICE

In re Application of:

Matthew G.A. McConnell et al.

Application No.: 10/645,917

Filing Date: August 20, 2003

Title: **Method and System for Selecting a  
Preferred Contact Center Agent Based  
on Agent Proficiency and Performance  
and Contact Center State**

Art Unit: 2642

Examiner: Bui, Bing Q.

Attorney Docket No. 07117.105015

## AMENDMENT TRANSMITTAL

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

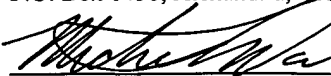
Transmitted herewith are papers in the above-identified application.

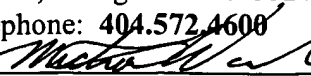
- ☒ Amendment and Response and Petition for Extension of Time.  
☒ Applicants claim small entity status. See 37 C.F.R. § 1.27.  
☒ An additional fee is not required.  
☐ The additional fee is calculated as shown below:

					SMALL ENTITY		LARGE ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	38	MINUS	38 =	0	x25	\$0	x50	\$
INDEP.	5	MINUS	5 =	0	x100	\$0	x200	\$
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$
TOTAL						\$0		\$
ADDITIONAL FEE						\$0		\$

- ☒ A check in the amount of \$510.00 is attached.  
☒ The Commissioner is hereby authorized to charge any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on March 22, 2006.

  
Michael L. Wach, Reg. No. 54,517

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Atlanta, Georgia 30309-3521  
Telephone: 404.572.4600  
By:   
Michael L. Wach, Reg. No. 54,517



Patents

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Matthew G.A. McConnell et al.	)	
	)	Art Unit: 2642
Serial No.: 10/645,917	)	
	)	Examiner: Bui, Bing Q
Filing Date: August 20, 2003	)	
	)	Confirmation No.: 9581
Title: Method and System for Selecting a	)	
Preferred Contact Center Agent Based	)	Attorney Docket No.: 07117.105015
on Agent Proficiency and Performance	)	
and Contact Center State	)	

**AMENDMENT AND RESPONSE**

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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

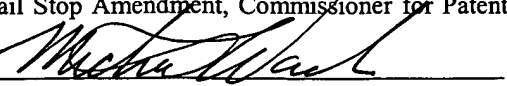
Sir:

Responsive to the Official Action mailed September 22, 2005, please enter the following amendments and consider the following remarks.

[This section is intentionally left blank.]

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Michael L. Wach, Reg. No. 54,517